

In the claims:

1. (Currently amended) A workflow management method for processing a drug prescription in a pharmacy, the method being performed by execution of a computer readable program by a computer system, the method comprising:
receiving a drug prescription transaction including one or more prescriptions;
entering data related to the drug prescription transaction into the computer system to
initiate the drug prescription transaction;
estimating and recording in the computer system a date and a time by which the drug
prescription transaction will be fulfilled and available to a customer for pick up, wherein
estimating a date and a time for pick up includes entering an estimated pick up time, the
estimated pick up time being determined relative to a plurality of other prescription
transactions requiring fulfillment and arranged in at least one work queue stored in the
computer system in accordance with their pick up times;
initiating a prescription transaction by retrieving data from the drug prescription;
checking the pharmacy drug inventory to confirm whether the one or more
prescriptions of the prescription transaction can be fulfilled;
obtaining receiving data related to an insurance adjudication review or a refill
authorization of the prescription transaction; and
predicting a prescription pick up time, the predicted prescription pick up time being
determined by one of confirming the estimated date and time and resetting the estimated date
and time by which the drug prescription will be fulfilled and available to the customer.
resetting the estimated pick up time of the prescription transaction in response to
receiving data related to at least one of: insufficient drug inventory for fulfillment of the one

or more prescriptions , problems associated with the insurance adjudication review, and a number of prescription transactions in the work queue, and if the prescription transaction cannot be fulfilled within a maximum period of time identified by the computer system; recording a reset estimated pick up time of the prescription transaction in the computer system;

entering the prescription transaction in the work queue for fulfillment; and prioritizing in real time the position of the prescription transaction in the work queue in accordance with its estimated pick up or reset estimated pick up time relative to the pick up times of the other prescription transactions in the work queue .

2. (Currently amended) The workflow management method of claim 1 further comprising relaying the ~~predicted~~ prescription transaction pick up time to the customer.
3. (Currently amended) The workflow management method of claim 1 wherein initiating a the prescription transaction includes initiating the prescription transaction while in communication with the customer and reporting an outcome of initiating the prescription transaction to the customer.
4. (Currently amended) The workflow management method of claim 1 wherein checking the pharmacy drug inventory includes checking the pharmacy drug invention while in communication with the customer and reporting an outcome of checking the pharmacy drug inventory to the customer.
5. (Currently amended) The workflow management method of claim 1 wherein obtaining receiving data related to the insurance adjudication review includes obtaining receiving data related to the insurance adjudication review or refill authorization while in communication with the customer and reporting an outcome of obtaining the insurance adjudication review or refill authorization to the customer.
6. Cancelled.
7. Cancelled.

8. (Currently amended) The workflow management method of claim 1 wherein resetting the estimated date and pick up time by which of the drug prescription transaction will be fulfilled and available to the customer includes resetting the estimated date and pick up time based on an outcome of one or more of retrieving data from the drug prescription, at least one of: checking the pharmacy drug inventory and obtaining insurance adjudication review or refill authorization, wherein the outcome result increases the estimated pick up time or decreases the estimated pick up time, and further comprises prioritizing in real time the position of the prescription transaction in the work queue in accordance with the reset estimated pick up time.

9. Cancelled.

10. (Currently amended) The workflow management method of claim 9 1 wherein resetting the estimated date and pick up time by which of the drug prescription transaction will be fulfilled and available to the customer further includes resetting the estimated date and time based on to accommodate an estimated time to resolve the one or more problems associated with one or more of retrieving data from the drug prescription, checking the at least one of: insufficient pharmacy drug inventory for fulfillment of the one or more prescriptions in the prescription transaction and obtaining problems associated with the insurance adjudication review or refill authorization, and further comprises prioritizing in real time the position of the prescription transaction in the work queue in accordance with the reset estimated pick up time.

11. (Currently amended) The workflow management method of claim 1 further comprising identifying one or more problems associated with ~~one or more of retrieving entering data from related to the drug prescription transaction, checking the pharmacy inventory and obtaining insurance adjudication review.~~

12. Cancelled.

13. (Currently amended) The workflow management method of claim 12 11 further comprising informing the customer of the one or more problems.

14. (Previously presented) The workflow management method of claim 13 further comprising informing the customer of an estimated time to resolve the one or more problems.

15. (Currently amended) The workflow management method of claim 10 further comprising initiating resolution of the one or more problems by entering data identifying related to at least one of: insufficient drug inventory for fulfillment of one or more prescription transactions and problems associated with the insurance adjudication review or refill authorization the one or more problems into an action note configured to initiate resolution of at least one of the aforementioned.

16. (Currently amended) The workflow management method of claim 15 wherein the action note is further completed configured to include data related to a history of the resolution of the one or more problems.

17. (Currently amended) The workflow management method of claim 16 wherein the history of the resolution of the one or more problems includes at least one of: one or more of a description of the one or more problems, one or more steps taken toward the resolution of the one or more problems, an outcome of one or more steps taken toward the resolution of the one or more problems, a record of one or more efforts to contact the customer regarding the one or more problems and the predicted reset prescription pick up time.

18. Cancelled.

19. Cancelled.

20. Cancelled.

21. (Currently amended) The workflow management method of claim 18 further comprising prioritizing fulfillment of the drug prescription in real time a position of the drug prescription transaction in the work queue based on whether the customer will wait for the drug prescription transaction to be filled fulfilled.

22. (Currently amended) The workflow management method of claim 21 further comprising fulfilling prioritizing in real time a position of the drug prescription transaction with priority before fulfilling one or more other drug prescriptions for fulfillment among a plurality of prescription transactions in the work queue designated as transactions that customers will wait to be fulfilled based on the estimated pick up time or the reset estimated pick up time of each prescription transaction.

23. Cancelled.

24. Cancelled.

25. Cancelled.

26. (Currently amended) A computer readable memory having a computer program configured for execution by a computer system to implement a method of and for controlling workflow for processing a drug prescription transaction in a pharmacy, the computer program comprising program instructions for:

recording in the computer system an initial estimated date and a pick up time by which the drug prescription transaction will be fulfilled and available to a customer after receipt of a the drug prescription transaction by the pharmacy;

initiating a the prescription transaction by retrieving data from the entering into the computer system drug prescription data for one or more prescriptions comprising the transaction;

placing the prescription transaction in at least one work queue stored in the computer system, the work queue including data related to a plurality of other prescription transactions for fulfillment including an estimated pick time for each transaction;

checking the pharmacy inventory receiving at the computer system drug inventory data related to the prescription transaction;

obtaining receiving at the computer system an outcome of a third party an insurance adjudication review or a refill authorization of the prescription transaction;

prioritizing in real time a position of the prescription transaction in the work queue relative to the initial estimated pick up time or a computed reset estimated pick up time, wherein computing the reset estimated pick up time is in response to receiving data related to at least one of: insufficient drug inventory for fulfillment of the one or more prescriptions, problems associated with the third party insurance adjudication review or the refill authorization, and a number of prescription transactions in the work queue;

~~predicting a prescription pick up time, the predicted prescription pick up time being determined by one of confirming the estimated date and time and resetting the estimated date and time by which the drug prescription will be fulfilled and available to the customer; and recording the predicted prescription the reset estimated pick up time, if computed, in the computer system.~~

27. (Currently amended) The computer ~~readable memory~~ program of claim 26 further comprising relaying the ~~predicted~~ prescription transaction pick up time to the customer.

28. (Currently amended) The computer ~~readable memory~~ program of claim 26 wherein initiating a the prescription transaction includes initiating the prescription transaction while in communication with the customer and reporting an outcome of initiating the prescription transaction to the customer.

29. (Currently amended) The computer ~~readable memory~~ program of claim 26 wherein checking the pharmacy drug inventory includes checking the pharmacy drug invention while in communication with the customer and reporting an outcome of checking the pharmacy inventory to the customer.

30. (Currently amended) The computer ~~readable memory~~ program of claim 26 wherein obtaining receiving data related to the insurance adjudication review or the refill authorization includes obtaining receiving data related to the insurance adjudication review or the refill authorization while in communication with the customer and reporting an outcome of obtaining the insurance adjudication review or the refill authorization to the customer.

31. Cancelled.

32. Cancelled.

33. (Currently amended) The computer ~~readable memory program~~ of claim 26 wherein resetting the estimated date and pick up time by which of the drug prescription transaction ~~will be fulfilled and available to the customer~~ includes resetting the estimated date and pick up time based on an outcome of ~~one or more of retrieving data from the drug prescription, at least one of:~~ checking the pharmacy drug inventory and obtaining insurance adjudication review or refill authorization, wherein the outcome requires increasing the estimated pick up time or decreasing the estimated pick up time to achieve fulfillment of the prescription transaction, and further comprises prioritizing in real time the position of the prescription transaction in the work queue in accordance with the reset estimated pick up time.

34. Cancelled.

35. (Currently amended) The computer ~~readable memory program~~ of claim 34 26 wherein resetting the estimated date and pick up time by which of the drug prescription transaction ~~will be fulfilled and available to the customer~~ further includes resetting the estimated date and time ~~based on to accommodate~~ an estimated time to resolve the ~~one or more problems associated with one or more of retrieving data from the drug prescription, checking the at least one of: insufficient pharmacy inventory for fulfillment of the one or more prescriptions in the prescription transaction and obtaining problems associated with the insurance adjudication review or the refill authorization, and further comprises prioritizing in real time the position of the prescription transaction in the work queue in accordance with the reset estimated pick up time.~~

36. (Currently amended) The computer ~~readable memory program~~ of claim 26 further comprising identifying one or more problems associated with ~~one or more of retrieving entering data from related to the drug prescription transaction, checking the pharmacy inventory and obtaining insurance adjudication review.~~

37. Cancelled.

38. (Currently amended) The computer ~~readable memory program~~ of claim 37 36 further comprising informing the customer of the one or more problems.

39. (Currently amended) The computer ~~readable memory program~~ of claim 38 further comprising informing the customer of an estimated time to resolve the one or more problems.

40. (Currently amended) The computer ~~readable memory program~~ of claim 35 further comprising ~~initiating resolution of the one or more problems by entering data identifying related to at least one of: insufficient inventory for fulfillment of one or more prescription transactions and problems associated with the insurance adjudication review or the refill authorization the one or more problems~~ into an action note configured to initiate resolution of at least one of the aforementioned.

41. (Currently amended) The computer ~~readable memory program~~ of claim 40 wherein the action note is further ~~completed~~ configured to include data related to a history of the resolution of the one or more problems.

42. (Currently amended) The workflow management method of claim 41 wherein the history of the resolution of ~~the one or more problems~~ includes at least one of: one or more of a description of the one or more problems, one or more steps taken toward the resolution of the one or more problems, an outcome of one or more steps taken toward the resolution of the one or more problems, a record of one or more efforts to contact the customer regarding the one or more problems and the predicted reset prescription pick up time.

43. Cancelled.

44. Cancelled.

45. Cancelled.

46. (Currently amended) The computer readable memory program of claim 43 further comprising prioritizing fulfillment of the drug prescription in real time a position of the drug prescription transaction in the work queue based on whether the customer will wait for the drug prescription transaction to be filled fulfilled.

47. (Currently amended) The computer ~~readable memory program~~ of claim 46 further comprising ~~fulfilling prioritizing in real time a position of the drug prescription transaction with priority before fulfilling one or more other drug prescriptions for fulfillment among a plurality of prescription transactions in the work queue designated as transactions that customers will wait to be fulfilled based on the default pick up time, the estimated pick up time or the reset estimated pick up time of each prescription transaction.~~

48-82. Cancelled.

85. (New) The workflow management method of claim 1 comprising:
entering into the computer system a default pick up time, wherein the default pick up time includes a given period of time executed by the computer program.

86. (New) The workflow management method of claim 1 wherein the estimated pick up time or the reset estimated pick up time includes a time less than the maximum period of time.

87. (New) The workflow management method of claim 85 wherein the estimated pick up time, the reset estimated pick up time, or the default pick up time includes a time less than the maximum period of time.

88. (New) The computer program of claim 26 comprising instructions for:
prioritizing in real time a position of the prescription transaction in the work queue by
identifying the transaction as a waiter prescription transaction and placing the waiter
prescription transaction in the work queue in a priority position for fulfillment relative to the
positions of the plurality of other prescription transactions in the work queue,
wherein the waiter prescription transaction includes prescriptions being processed for
fulfillment while a customer waits for the processing and fulfillment of the prescription
transaction.

89. (New) The computer program of claim 88 comprising instructions for:
prioritizing in real time a position of the waiter prescription transaction in the work
queue among a plurality of other waiter prescription transactions in the work queue relative
to the initial estimated pick up time or the computed reset estimated pick up time of the
waiter prescription transaction.

90. (New) The computer program of claim 88 comprising instructions for:
computing the initial estimated pick up time of the waiter prescription transaction
including:
determining a total number of prescriptions in the waiter prescription
transaction;
determining a total number of waiter prescriptions in the work queue within a
first given period of time and identify the first given period of time as a first pick up time;
adding a percentage of a total number of non-waiter prescriptions in the work
queue to the total number of waiter prescriptions in the work queue to determine a total
number of prescriptions within a second period of time and identifying the second period of
time as a second pick up time, wherein the non-waiter prescriptions include prescriptions
being processed for fulfillment without customers waiting for the processing and fulfillment
of the prescription transactions;
comparing the first pick up time and the second pickup time with a default
pick up time, the default pick up time being a programmed maximum wait time stored in the
computer system for a waiter prescription transaction, wherein
if the first pick up time is less than the default pick up time, recording the first
pick up time as the initial estimated pick up time, or
if the first pick up time is less than the default pick up time and the second
pick up time is more than the default pick up time, recording the default pick up time as the
initial estimated pick up time, or
if the first and the second pick up times are less than the default pick up time,
recording the second pick up time as the initial estimated pick up time.